



**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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J. TYLER McCAULEY
AUDITOR-CONTROLLER

February 6, 2006

TO: Mayor Michael D. Antonovich
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Don Knabe

FROM: J. Tyler McCauley *tm*
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – UNITED CARE,
INCORPORATED, HOUSE ONE, HOUSE TWO AND HOUSE THREE**

We have completed a review of House One, House Two, and House Three Group Homes operated by United Care. The Agency contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

United Care Group Homes are each six-bed facilities, which provide care for girls ages 13-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, House One Group Home was providing services for four Los Angeles County DCFS children; House Two Group Home was providing services for six Los Angeles County DCFS children; and House Three Group Home was providing services for four Los Angeles County DCFS children.

United Care Group Homes are located in the Second District.

Scope of Review

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues, and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection, and interviews with children placed in the Group Home at the time of the review.

"To Enrich Lives Through Effective and Caring Service"

Interviews with children are designed to obtain their perspectives on the program services provided by the Agency, and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

Generally, the Agency is providing the services as outlined in their Program Statement. Each Group Home needs to develop comprehensive Needs and Services Plans for children.

Attached is a detailed report of the review.

Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me, or have your staff contact Mike Pirolo at (626) 293-1110.

JTM:MP:CC:jdh
http://auditor.co.la.ca.us/group_home.asp

Attachments

c: David E. Janssen, Chief Administrative Officer
David Sanders, Ph.D., Director, DCFS
Paul Higa, Chief Probation Officer
Pamela and Craig Woods, Executive Directors, United Care, Inc.
Public Information Office
Audit Committee

**United Care Group Home
House One
1762 West 42nd Street
Los Angeles, California 90062
Telephone: (323) 296-2212
License Number: 191801269
Rate Classification Level: 8**

I. Facility and Environment

Method of assessment – Observation

Comments:

United Care Group Home, House One is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean, and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

There are no recommendations for this section.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current; however, they are not comprehensive, and do not include long and short-term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

1. United Care Group Home management develop comprehensive Needs and Services Plans that are measurable, specific and include long and short term goals.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides children with sufficient recreational activities, and leisure time. Children are given opportunities to participate in planning activities.

Children participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication, and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment –Interviews with children

Sample size for interviews: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are able to make and receive personal telephone calls, send and receive unopened mail, and have private visitors. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are given opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum base allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining photo albums/life books.

Recommendations

There are no recommendations for this section.

**United Care Group Home
House Two
1537 West 49th Street
Los Angeles, California 90062
Telephone: (323) 296-1000
License Number: 191801719
Rate Classification Level: 8**

I. Facility and Environment

Method of assessment – Observation

Comments:

United Care Group Homes, House Two is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean, and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

There are no recommendations for this section.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current; however, they are not comprehensive, and do not include long and short-term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

1. **United Care Group Home management develop comprehensive Needs and Services Plans that are measurable, specific and include long and short term goals.**

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides children with sufficient recreational activities, and leisure time. Children are given opportunities to participate in planning activities.

Children participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication**Method of assessment – Review of relevant documents****Comments:**

According to the Agency's management, there are currently no children receiving psychotropic medication. This information is appropriately documented.

Children are aware of their right to refuse medication.

Recommendations

There are no recommendations for this section.

VI. Personal Rights**Method of assessment –Interviews with children**

Sample size for interviews: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are able to make and receive personal telephone calls, send and receive unopened mail, and have private visitors. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are given opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum base allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining photo albums/life books.

Recommendations

There are no recommendations for this section.

**United Care Group Home
House Three
3601 Second Avenue
Los Angeles, California 90018
Telephone: (323) 735-1963
License Number: 191820007
Rate Classification Level: 8**

I. Facility and Environment

Method of assessment – Observation

Comments:

United Care Group Homes, House Three is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean, and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

There are no recommendations for this section.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current; however, they are not comprehensive, and do not include long and short-term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

1. **United Care Group Home management develop comprehensive Needs and Services Plans that are measurable, specific and include long an short term goals.**

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides children with sufficient recreational activities, and leisure time. Children are given opportunities to participate in planning activities.

Children participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendation

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

According to the Agency's management, there are currently no children receiving psychotropic medication. This information is appropriately documented.

Children are aware of their right to refuse medication.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment –Interviews with children

Sample size for interviews: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are able to make and receive personal telephone calls, send and receive unopened mail, and have private visitors. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are given opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum base allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining photo albums/life books.

Recommendations

There are no recommendations for this section.

November 23, 2005

Department of Auditor-Controller,
Kenneth Hahn Hall of Administration
500 W. Temple St., Room 515-A
Los Angeles, CA 90012
ATTN: Candace Rhue,
Group Home Audit Supervisor

ATTACHMENT



Method of Assessment-Observation

Recommendation:

United Care Group Home Management develop comprehensive Needs and Services Plans that are measurable, specific and include long and short term goals.

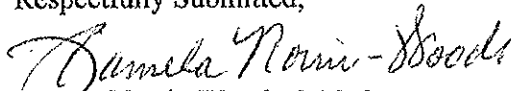
Current Status: U.C. has implemented the CAP based upon the recommendation in the audit report dated October 18, 12005.

Corrective Action Plan: To ensure the development of comprehensive, measurable, specific Needs and Services Plans (NSPs), United Care's multidisciplinary team (Administrator, Child Care Worker (CCW) Supervisor, Social Worker Supervisor, Social Worker, Educational Liaison CCW, Emancipation Coordinator) will meet and discuss weekly the goals and objectives to be incorporated in the NSP. The team will review baseline behavioral data collected by the CCWs for the respective client to create measurable short and long-term goals (see attached Behavioral Record Form) for the initial 30-day assessment as well as for each 3-month quarterly/updated needs assessment. United Care will change the format of its current NSP to Community Care Licensing format, Appraisal/Needs and Services Plan (Lic625). Lic625 makes it easier to document and review the long and short-term goals, objectives, time frame and person(s) responsible for implementation.

To ensure that the deficiency will not occur again in the future, the Group Home (GH) Administrator, Pam Norris-Woods together with the Facility Social Worker Supervisor, Maneva Currie will provide training for all CCWs at United Care on the new implemented "Behavior Record" form used to collect baseline data on behavior for the initial NSP and concurrent data for future NSP updates. U.C.'s facility Social Workers, Denisha White and Lottie Chase will also receive training in the areas of comprehensive and measurable goals and the utilization of the "Behavior Record" form as a tool to develop measurable goals. Training will also include the new format for the NSP and updates, Lic626. U.C.'s Social Worker Supervisor, Maneva Currie, will be responsible for reviewing each NSP and quarterly report to ensure that the corrective action remains implemented and is working as intended.

If you have any questions or concerns, feel free to contact the undersigned.

Respectfully Submitted,



Pamela Norris-Woods, M.S.C.
Administrator